



**August 2006**

## **AWIN Monthly Newsletter**

### **Send us your story**

Do you have a story you would like to share with other end users? Any advice you want to pass along to agencies that are awaiting a cutover in their area? We want to know how AWIN is working for you! Please send your comments to [awin@arkansas.gov](mailto:awin@arkansas.gov).

### **AWIN Support**

In partnership with the Arkansas State Police, the Department of Information Systems (DIS) operates the AWIN Call Center to support all AWIN subscribers (radio users) with technical assistance or AWIN-related requests. Technicians are on call in the event of any emergency. Call (501) 682-HELP (682-4357) or toll-free (800) 435-7989 or e-mail:

[awin.support@arkansas.gov](mailto:awin.support@arkansas.gov)

### **Light at the end of the tunnel**

The AWIN Three County Pilot Project is swiftly moving forward. AWIN Program Managers and technicians are actively working in the counties to complete installations and training.

In Lonoke County, dispatch and user training is ongoing. The training will continue through September 1st for mobile and portable users. Ongoing subscriber installations are expected to conclude in the first half of the month of September, and area coverage testing will begin soon after the installations are complete.

In Craighead County, technicians expect to cut-over the Lake City tower site during the last week of August. The cut-over will complete the tower infrastructure in the county. Planning for the dispatch center is complete, and initial electrical work is underway to prepare the center for console installation, which is scheduled for early September. Subscriber installation is proceeding as planned and will be complete prior to training. Training for end users in the county is tentatively

planned for late September.

In Miller County, the bi-state analog system, which is a joint operation between the City of Texarkana and Bowie County, Texas, is moved to the new building at the New Boston Road tower site. The building previously at New Boston Road was moved to the Brightstar site with minimal service interruptions. Microwave equipment is installed at Wolfe Mountain. Project managers expect completion and cut-over at the Miller County tower sites by the end of September.

Dispatch planning is underway at both the City of Texarkana and the Miller County Sheriff's Office. Console installation will occur after electrical upgrades are complete. Subscriber installation is ongoing, and training will be scheduled for the southwest area of the state shortly after training is complete in Craighead County.

At the conclusion of training in all of the pilot counties, agencies will determine a cut-over date to the AWIN system for day-to-day operations.

### **SmartZone Controller**

The AWIN portion of the electrical work for the additional SmartZone Controller, which began in July, is complete. The wiring that is required at the City of Little Rock will kick-off as soon as all equipment has been received. Testing is currently ongoing to determine the connectivity of the fiber-line between the two operational points. Technicians have mounted electrical racks for the controller and should soon determine a completion date. Completion is expected by October 2006.

The additional Smart Zone Controller will be housed in a secure, climate controlled environment. The initial controller is close to capacity, and as more users join the system, additional space will be required. The additional equipment will help balance the load of users and provide needed space for connecting new users to the system.



## AWIN at emergency management conference

AWIN program managers will attend and speak at the upcoming Arkansas Emergency Management Association annual conference at the North Little Rock Wyndham Riverfront Hotel on August 28th-September 1st. Some of the topics that will be addressed at the conference are homeland security issues, as well as disaster recovery response.

AWIN representatives will be speaking to the group of emergency management professionals about the AWIN program, providing updates on the system, and giving an overview of plans for the upcoming legislative session.

AWIN and Department of Information System (DIS) representatives will manage a booth in the exhibi-

tion area to provide attendees with additional information about the network. If you have questions or would like to pick up some new information about the AWIN system, feel free to stop by and speak with one of the representatives.



## Upcoming survey

If you are attending the Arkansas Emergency Management Association annual conference, you should receive an AWIN user survey in your registration packet. The survey is very brief, and there will be allotted space for any comments you might need to make. AWIN Program Managers request that attendees take just a few minutes to fill out the survey and drop it off with a representative at the AWIN booth.

Your input is needed. The AWIN Steering Committee determined that it would be beneficial

to gather information from users about the system, how it is working for them, and where the system can be improved.

The information compiled from the survey will be used to fix any deficiencies in the system and work to better meet end users' needs. The results from the survey will be released in a future AWIN newsletter.



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